

FAQ - Xbox, Wii, PlayStations and other Gaming Devices

Q: Have you tried to register the device by going to Option #4 at <https://registration.farmingdale.edu/registration/> ?

A: All devices (computers, mobile, gaming and other devices) connecting to the wired and wireless network need to be registered using your Farmingdale State College email login.

Q: I am receiving an error when trying to register my gaming device. What does it mean?

A: Errors are explained below.

- “Login failed: Authentication Failure” – Account credentials problem, check username/password
- “The given address does not appear to be valid for a Gaming Device” – Mac Prefix is not listed as a gaming device or it wasn’t entered in proper format. Check Mac address.
- “Unable to find physical address” – Device was not plugged in within the past 7 days so it hasn’t been discovered by the Bradford NAC System. (For Wireless, devices wasn’t associated with FSC_WiFi)

Q: I keep getting the error “unable to find physical address” and I have plugged my gaming device into the port. Why is that?

A: Is the MAC (physical) address being entered correctly? The MAC address needs to be in the format of “AA:BB:CC:11:22:33” (all caps).

Q: I received a page that said that my device was successfully registered, but I still cannot get on.

A: Try these steps.

- Check IP Address. 137.125.150.xxx is registration. 137.125.200-204.xxx is dorms production network.
- Unplug network cable for 10-15 seconds. Plug it back in and wait 2 minutes. Check IP address.
- If still an issue, turn the device off; unplug power and network cable from wall outlet. Wait 10-15 seconds. Plug back in and wait 2 minutes. Check IP address.
- If it is still 137.125.150.xxx and registration was successful, submit a helpdesk ticket by emailing helpdesk@farmingdale.edu or calling 631-420-2754. Provide your name, contact number and/or email address, room number, data port number, MAC (physical) address of your device and a description of the issue.

Please Note: The Farmingdale State College I.T. Department does not recommend that you use wireless to connect your gaming devices. The I.T. Department recommends that you use an Ethernet adapter and connect to physical ports in your room.

Getting Help

If you are still experience issue registering your gaming device, please email or call the Helpdesk at helpdesk@farmingdale.edu or 631-420-2754. Provide your name, contact number and/or email address, room number, data port number, MAC (physical) address of your device and a description of the issue.